PART 8 – QUALITY ASSURANCE

Definitions for Part

109 In this Part:

"QA program" means the quality assurance program required under section 110(1) *[Mandatory QA program]*;

"QA program policies" means the policies and procedures referred to in section 110(3) *[Mandatory QA program]*.

Mandatory QA program

110 (1) Effective October 1, 2027, the registrar must establish and administer a quality assurance program for the following purposes:

(a) to assist individual full pharmacists and pharmacy technicians to improve their own professional performance;

(b) to identify issues of professional performance found across multiple full pharmacists or pharmacy technicians or within the class of full pharmacists or the class of pharmacy technicians and recommend measures that may be taken to remedy those issues.

(2) Subsection (1) does not prevent the registrar from establishing the QA program, or aspects of the QA program, before October 1, 2027.

(3) The QA program must operate on the basis of a 12-month cycle.

(4) Subject to this Part, the registrar may establish any policies or procedures that the registrar considers necessary or advisable with respect to the administration of the QA program, including without limitation policies and procedures to do the following:

(a) address the retention, employment or dismissal of persons to act as quality assurance assessors;

(b) address training, assistance and support for quality assurance assessors;

(c) facilitate the transition of new or reinstated licensees into the QA program;

(d) set the criteria or limits and conditions under which, for individual licensees, the registrar may waive, modify or give an exemption from a requirement, limit or condition of the QA program;

(e) govern the use of advisory working groups under section 46 *[Advisory working groups]* to support administration of the QA program.

(5) The policies under subsection (4) must provide guidance on the assessment process and ensure that the assessment process will have minimal disruption to the ordinary course of a licensee providing pharmacy services, having regard to the practice setting in which the licensee is providing those services, and without limitation must address the following matters:

(a) giving the licensee advance notice of an assessment;

(b) consultation or coordination with the licensee as to the timing of an assessment;

(c) informing a licensee about the assessment process and any matter the assessor may focus on during the assessment;

(d) measures to ensure client consent and privacy;

(e) observation protocols to minimize interference with client care;

(f) ensuring a licensee's continuing access to client records that are being reviewed in the course of an assessment.

(6) The policies under subsection (4) must include non-exhaustive lists concerning

(a) types of clinical or other evaluations,

(b) recognized education or training courses,

(c) cultural safety, Indigenous cultural safety, anti-racism, and anti-discrimination courses, reference materials, or other resources, and

(d) other resources, which may include consultants, for supporting and promoting awareness of reconciliation with Indigenous peoples, the United Nations Declaration on the Rights of Indigenous Peoples, and the need to address racism and anti-racism issues that are specific to Indigenous peoples,

that a quality assurance assessor may consult when making recommendations relating to improvement of any individual performance matter, or to remedy issues of professional performance across multiple licensees or within a class of licensees.

(7) The registrar may, under subsection (4), make different QA program requirements, limits, conditions, policies or procedures for different classes of full pharmacists and pharmacy technicians or different pharmacy practice settings.

(8) The registrar must publish the QA program requirements, limits, conditions, policies and procedures on the College website.

(9) Full pharmacists and pharmacy technicians must comply with all applicable requirements of the QA program.

Qualifications of QA assessors

111 (1) Subject to the registrar's discretion, a person retained or employed to exercise the powers and perform the duties of a quality assurance assessor must possess the following minimum qualifications:

(a) be licensed in the full pharmacist class or pharmacy technician class and in good standing, and

(b) possess training, experience, or expertise in pharmacy practice or peer review, and in the subject matter of the assessment.

(2) Subsection (1) does not limit the registrar's discretion to refuse to retain or employ any person, either generally or in specific circumstances.

(3) The registrar must establish and maintain a list of the qualifications required to conduct quality assurance assessments for licensees of the college.

Grounds for a QA assessment

112 (1) In addition to the grounds for assessment set out in section 99(1)(a) to (c) of the Act, and subject to the QA program policies, a quality assurance assessor may conduct a quality assurance assessment of a licensee

(a) chosen by a non-random selection process designed to ensure every licensee, or every licensee in a specific class, periodically undergoes a quality assurance assessment,

(b) on a recommendation by the registrar, based on an assessment of the risk presented by a class of licensees, or by types of health services provided by licensees or by a class established on any other basis,

(c) on a recommendation by the registrar, if the registrar determines an assessment is appropriate in the circumstances upon a review or audit of records conducted under section 108 *[Verification of learning activities]*,

(d) on the basis of the assessor's review of reports made to the registrar or the investigation committee in respect of

(i) matters specified in section 131(2) of the Act, including without limitation final reports made by investigators under Division 12 of Part 3 of the Act, and

(ii) matters specified in section 17(1) of the *Pharmacy Operations and Drug Scheduling Act*, including without limitation reports under section 18 of that Act, or

(e) on a recommendation by the registrar on any other basis, other than for purposes of an investigation or disciplinary proceeding.

(2) A licensee selected for a quality assurance assessment must complete the assessment as directed by the quality assurance assessor in accordance with section 113 *[Methods of QA assessment]*.

Methods of QA assessment

113 In addition to the methods of assessment set out in section 99(2)(a) to (c) of the Act, and subject to the QA program policies, a quality assurance assessor may, for purposes of conducting a quality assurance assessment of a licensee,

(a) contact work peers, including the licensee's employers, professional colleagues, and co-workers to gather information in confidence including but not limited to their knowledge, observations, opinions, recommendations, and evaluations pertaining to the licensee's professional performance, employment, or occupational or educational history,

(b) contact clients, and family members of clients to gather information in confidence including but not limited to their knowledge, observations, opinions, recommendations, and evaluations pertaining to the licensee's professional performance, employment, or occupational or educational history,

(c) collect information from individuals referred to in paragraphs (a) or (b) with the consent of such individuals, for the purposes described in paragraphs (a) or (b),

(d) require that the licensee provide contact information for selected individuals, if any, referred to in paragraphs (a) or (b) who are willing to provide feedback under paragraphs (a) or (b),

(e) collect third party documentation and records relating to the licensee's professional performance,

(f) review the licensee's history of professional activities, including without limitation the licensee's patterns and processes, if any, of dispensing, consultations, drug administration, assessment, diagnosing, prescribing, and record-keeping,

(g) interview or engage in discussions with the licensee about the licensee's professional practice,

(h) require that the licensee undergo a specific pharmacy skills evaluation process,

(i) conduct an on-site visit to the licensee's place of practice,

(j) require that the licensee

(i) engage in a structured reflection,

(ii) conduct a critical client records review, or

(iii) complete one or more elements of a personal practice review under section 114 *[Personal practice review]*,

and engage in facilitated discussion with a quality assurance assessor, or

(k) use or require the licensee to comply with

(i) policies and procedures for quality assurance assessments, standards of the practice of the profession of pharmacy, or standards of professional ethics for the profession of pharmacy,

(ii) the form or manner authorized or required for the purpose of completing an assessment or aspects of an assessment, and

(iii) the date or dates by which an assessment or aspects of an assessment must be completed.

Personal practice review

114 (1) A personal practice review required under section 113(j)(iii) *[Methods of QA assessment]* may consist of some or all of the following, at the discretion of the quality assurance assessor:

(a) completion of a confidential self-assessment of the licensee's practice of pharmacy;

(b) seeking and receiving peer feedback on the licensee's practice of pharmacy, or if a licensee does not have access to peers who can provide feedback, completing a practice reflection;

(c) development and implementation of a professional development plan based on

(i) the confidential self-assessment completed under paragraph (a), and

(ii) peer feedback on the licensee's practice of pharmacy, or if a licensee does not have access to peers who can provide feedback, the practice reflection;

(d) self-evaluation of the impact of the licensee's professional development plan on their practice of pharmacy;

(e) completion of a critical client record review.

(2) A licensee must do the things required under subsection (1) using policies and procedures for quality assurance assessments, standards of practice, or standards of professional ethics for the profession of pharmacy.

Conduct of QA assessments

115 (1) The registrar must require that a person completes a conflict of interest check prior to conducting a quality assurance assessment of a licensee.

(2) A person conducting a quality assurance assessment must advise the subject licensee of

(a) their power to report to the registrar when a licensee is interfering with a quality assurance assessment under section 103(1) of the Act,

(b) their powers and duties respecting quality assurance information under sections 102 and 103 of the Act, and

(c) exceptions to the confidentiality of quality assurance information, under sections 104 and 105 of the Act.

(3) A person conducting a quality assurance assessment must not observe a licensee while the licensee is providing a service to a client unless

(a) the consent of the client being treated is obtained in advance, or

(b) the service is being provided in a public setting.

Duty to maintain QA activity records

116 (1) Every full pharmacist and pharmacy technician must, during each 12-month cycle of the QA program and in accordance with the QA program policies, maintain adequate supporting records to document compliance with the applicable assessment requirements commenced or completed under this Part, if any, for the 12-month cycle.

(2) For each 12-month cycle of the QA program, every full pharmacist and pharmacy technician must retain the records described in subsection (1), if any, for at least three years after the end of the 12-month cycle.

Verification of QA activities

117 (1) The registrar may cause audits of samples of full pharmacists and pharmacy technicians to be conducted as the registrar considers necessary or appropriate to verify compliance with applicable QA program requirements under this Part.

(2) The registrar may require a licensee to submit information

(a) necessary to determine whether the licensee has met any applicable quality assurance requirements under this Part, or

(b) as part of an audit under subsection (1).